



GREATER CINCINNATI  
**WATER WORKS**

*A Service of The City of Cincinnati*

**Greater Cincinnati  
Water Works**  
*The Standard for Excellence*

4747 Spring Grove Avenue  
Cincinnati, Ohio 45232-1986  
513-591-7970 **Phone**  
513-591-6519 **Fax**

**David E. Rager**  
*Director*

Customer Service  
513-591-7700  
513-591-7730 **TDD**

Emergency Service  
513-591-7700  
513-591-7905 **TDD**

Dear GCWW Customer:

Greater Cincinnati Water Works is pleased to introduce



**H<sub>2</sub>O Radio** is a new technology in automatic meter reading that will send a low powered radio signal from a unit connected to the water meter to a computer in a van. We need to install this unit and connect it to your water meter. This will allow Greater Cincinnati Water Works (GCWW) employees to read meters while driving down the street. **H<sub>2</sub>O Radio will be installed free of charge.**

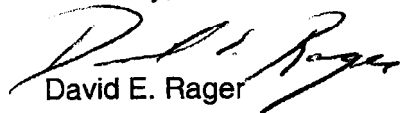
Soon you will receive a postcard from VSI Group, our installation company, letting you know that they will be in your neighborhood. If you are receiving this letter for rental property that you own, please make the tenants aware of this program and of any appointments you make for the rental property.

In order to help you identify authorized installers for the H<sub>2</sub>O Radio project, VSI Group employees will be wearing blue uniforms with a VSI logo. They will carry a GCWW contractor's photo identification card and a VSI photo identification card. Their vehicles are white with the **H<sub>2</sub>O Radio** logo on both sides. If you are unsure that the person at your door is an authorized installer, please call us at 513-591-7700 and we will be able to verify if the installers are scheduled to be in your area. We want all of our customers to be safe.

For your information, we have enclosed a brochure that answers some of the more frequently asked questions about **H<sub>2</sub>O Radio**. However, if you have additional questions about **H<sub>2</sub>O Radio**, please contact us at 591-7700 between the hours of 7:30 a.m. and 5:30 p.m., Monday through Friday.

Thank you for allowing us this opportunity to provide you with a new wave of meter reading and enhanced customer service.

Sincerely,

  
David E. Rager  
Director

DER/ap

*Equal Opportunity Employer*